

## GUIDE FOR PERFORMANCE REFLECTION

Why did you choose to undertake this Clinical Audit Activity?

To most usefully reflect on your patient feedback, we suggest using the summary key metrics of Experience and Outcomes together as presented in your portal dashboard. Be sure to expand the calendar to all data if logging in for the first time.

### Questions 1 – 12 Outcome and Experience

Look at your overall patient ratings for each question and determine:

Which three (3) questions received the highest ratings and which three (3) questions received the lowest ratings?

Highest Rating Questions	Lowest Rating Questions
1.	1.
2.	2.
3.	3.

Having reflected on the higher rating questions:-

Are you pleased with these scores and why?

Are these the areas you would have predicted to be rated most highly Why?

Having reflected on the lowest rating questions:-

Which areas would you like to target over the coming weeks?

What factors might get in the way (e.g. time pressure) and how will you overcome these?

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### Applying the filter for Age and Gender:

Are the ratings given to you by one group higher than the ratings of other groups?

Were you surprised by these results and why?

### Planning for the future:

Can you identify any goals from this reflection?

What resources do you need to do these things?

We would appreciate your comments on how we could improve the content and format of the results or if there is any further information you would like to receive.

Did you discuss your results with anyone?

Yes

No

If yes, with whom?

Colleague

Other person (please specify)

What did you learn from this discussion?

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

CME No. \_\_\_\_\_

DATE: \_\_\_\_\_

Please return to CFEP Surveys:-

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